

Policy title:	Complaints	Version 1	February 2015
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1. PURPOSE

In line with IWDA's value of accountability, our commitment to continuous learning and improvement and as a signatory to the Australian Council for International Development (ACFID) Code of Conduct, this policy provides parameters for the resolution of external complaints.¹ IWDA is committed to actively responding to complaints in a timely, effective and clearly defined manner.

2. SCOPE

This policy applies to any complaint made by partners, program beneficiaries, supporters, community group, member of the public, civil society organisation, government, company or other entity, hereafter referred to as 'the complainant.'

3. POLICY

IWDA recognises the importance and value of listening and responding to concerns and complaints, and will therefore:

- Clearly publicise information about how and where to make a complaint on our website;
- Ensure that the complaint handling process is as accessible as possible;
- Respond to complaints in a timely and courteous manner;
- Address complaints in a an equitable, fair and unbiased manner using evidence submitted through the complaint handling process;
- Observe strict confidentiality in complaint handling wherever possible;
- Keep the interests of complainants foremost in our approach to complaint handling;
- Ensure that accountability for and reporting on the actions and decisions with respect to complaint handling is clearly established;
- Commit to continuous learning and improvement of the complaint handling process, through maintenance of a complaints register and keeping abreast of best practices;
- Ensure overseas program partners are made aware of this policy upon induction and know how to register a complaint; and
- Ensure staff and volunteers are inducted with this policy and the complaints handling process.

4. IMPLEMENTATION

The Chief Executive Officer, in consultation with the Leadership Team, is responsible for the administration, revision, interpretation, and application of this policy.

¹ Please note any complaint or grievance made by an employee, volunteer, contractor or consultant of IWDA is addressed by the IWDA Grievance and Conflict Resolution Policy.

Complaints may be received by any of the following methods: on the phone, via email, through our website, by post, or in person.

Complainants are asked to provide their name, contact details and nature of their feedback with as much detail as possible, though they may also choose to remain anonymous. The staff member or volunteer receiving the complaint will record information on the external complaints form. All complaints are tracked on a Complaint Register maintained by the HR and Office Coordinator. This register details the complaint being made, by whom, and follow-up actions taken.

IWDA will acknowledge complaints received within five business days, and should the complaint not be resolved in that timeframe IWDA will maintain status updates with the complainant.

If a complaint cannot be resolved to the satisfaction of all parties by a relevant staff member or manager it will be referred to a relevant Director, and subsequently to the CEO, then the Board if necessary. In the unlikely event that the matter cannot be resolved at Board level it may be referred to ACFID for third party consideration.

Should a complainant believe the complaint constitutes a breach of the ACFID Code of Conduct they may refer the matter directly to the Code of Conduct Committee
<http://www.acfid.asn.au/code-of-conduct/complaints>.

4.1 Special provisions for complaints made by overseas program partners

When signing onto a partner agreement, the program partner agrees to:

- provide feedback to IWDA about the support provided by IWDA and the state of the relationship to assist IWDA to learn and improve support provided to partners;
- encourage beneficiary communities / initiative participants to provide critical feedback on the initiative.

To register a complaint the partner can:

- a) approach their IWDA Program Manager directly;
- b) contact the Senior Program Manager or Director of Programs directly;
- c) send an email to is partnerfeedback@iwda.org.au detailing the complaint;
- d) telephone on +61 3 9650 5574;
- e) address the issue in writing to Complaints at International Women's Development Agency, PO Box 64, Melbourne, Vic 8009, Australia.

IWDA will recognise any complaint made by a partner within five business days, and will formally respond to significant issues raised by the partner and/or identified by IWDA within four weeks of receipt of the complaint.

4.2 Special provisions for complaints made by program/project beneficiaries

To register a complaint, beneficiaries of programs or projects of which IWDA works in partnership can:

- a) approach an IWDA Program Manager directly in country, as part of regular monitoring trips conducted;
- b) approach the partner organisation directly, who may then pass on the complaint to the IWDA in any of the methods detailed in section 4.1.

5. REVIEW AND AMENDMENT

This policy will be reviewed every three years to ensure it remains compliant with law, relevant and effective.

The Human Resource Manager is responsible for the implementation of this policy, in coordination with the HR and Office Coordinator. This policy may be amended at the discretion of the Chief Executive Officer.

6. DEFINITIONS

Complaint – An expression of dissatisfaction made to an organisation, related to its products or services, or the complaint handling process itself, where a response or resolution is expected.

Complainant – A person, organisation or its representative making a complaint.

7. REFERENCES/RELATED DOCUMENTS

ACFID Code of Conduct
IWDA Code of Conduct
IWDA Complaint Form
IWDA Complaint Register
IWDA Partner Agreements
IWDA Supporter Care Standards

Appendix 1: External Complaint Form**IWDA external complaint form**

Please submit form to HR and Administration Officer

IWDA

PO Box 64

Flinders Lane, VIC 8009

sbourke@iwda.org.au

DATE		COMPLAINT NO	
STAFF MEMBER TAKING COMPLAINT			

COMPLAINANT DETAILS We cannot respond to anonymous complaints (unless Fraud related)	
NAME	
ADDRESS	
EMAIL	
TELEPHONE	
MOBILE	

COMPLAINT DETAILS Include as much detail as possible

ACTIONS TAKEN IN RESPONSE TO COMPLAINT Include dates for each action

FURTHER ACTION REQUIRED? Include deadlines for further action

RESOLUTION OF COMPLAINT Include date of resolution

Please record the progress of this complaint in the complaint register.